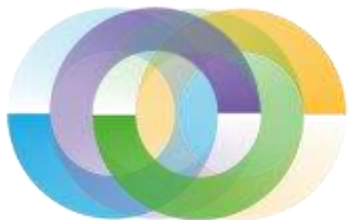


Interfaces include people



CONTINUOUS
LIFECYCLE
LONDON

Caroline Jarrett
@cjforms

@cjforms because I'm the forms specialist



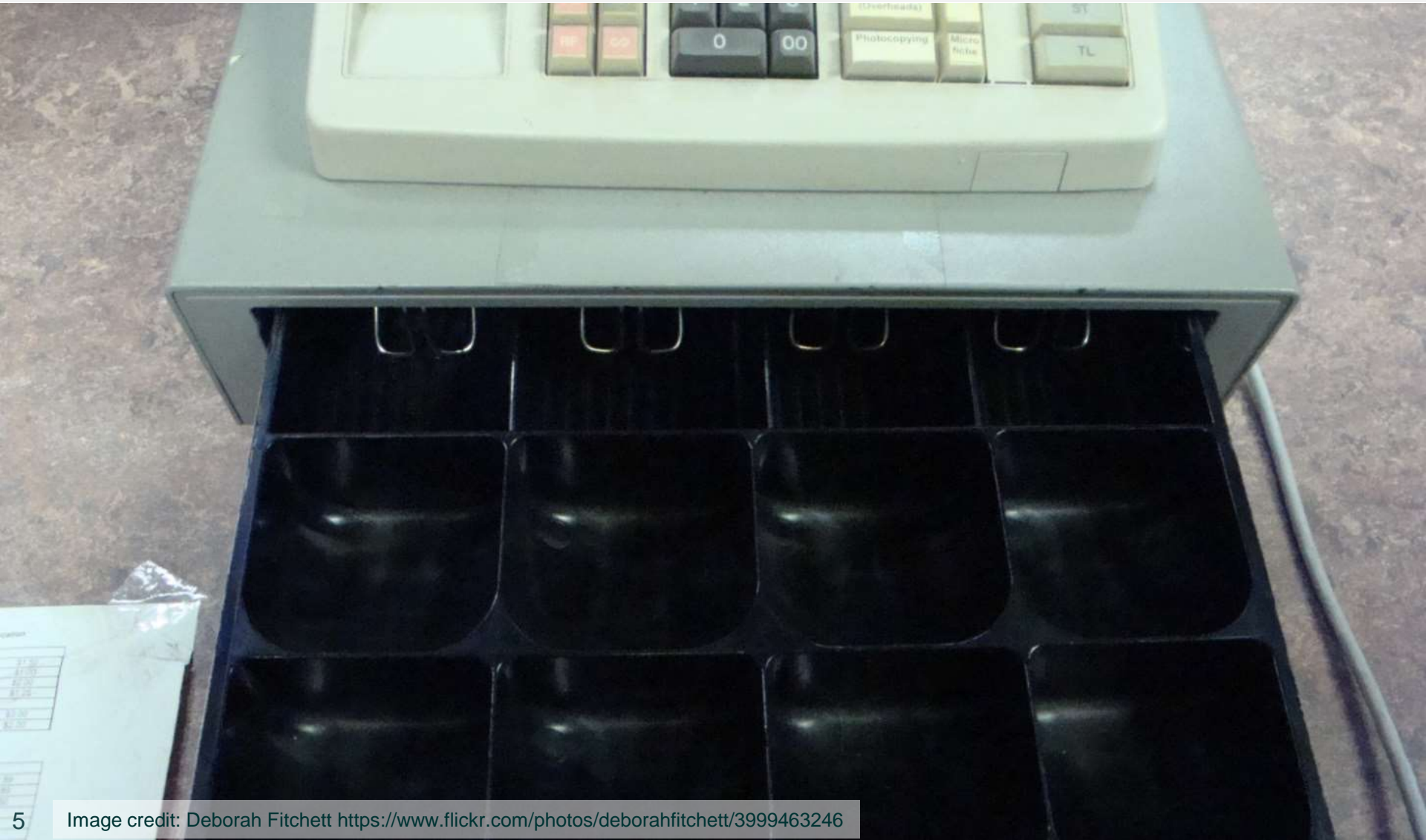
I'll talk about people from three viewpoints

1. People who help delivery to happen
2. People who use things that we deliver
3. People in their rich variety



1. People who
help delivery to happen

My first job out of uni: computers for shops



My desk at work used to look like this



Delivering anything was very hard



I was very happy when ZIF sockets arrived



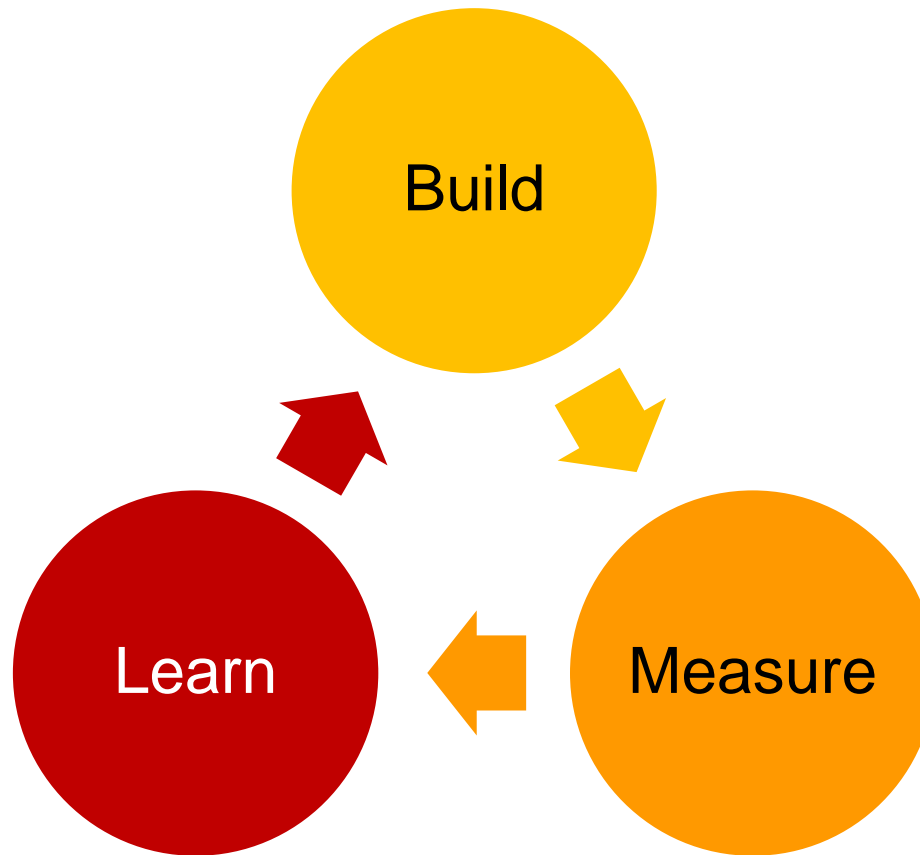
We're not exactly *against* continuous delivery



Image credit: Cartoon Caroline Jarrett

Image credit: Photo Alex Handy (vonguard) <https://www.flickr.com/photos/vonguard/2430069752/in/album-72157604647023310/>

We're used to the steps being hard. And long.



1.

Help us to understand small steps



Things used to crash. A lot.

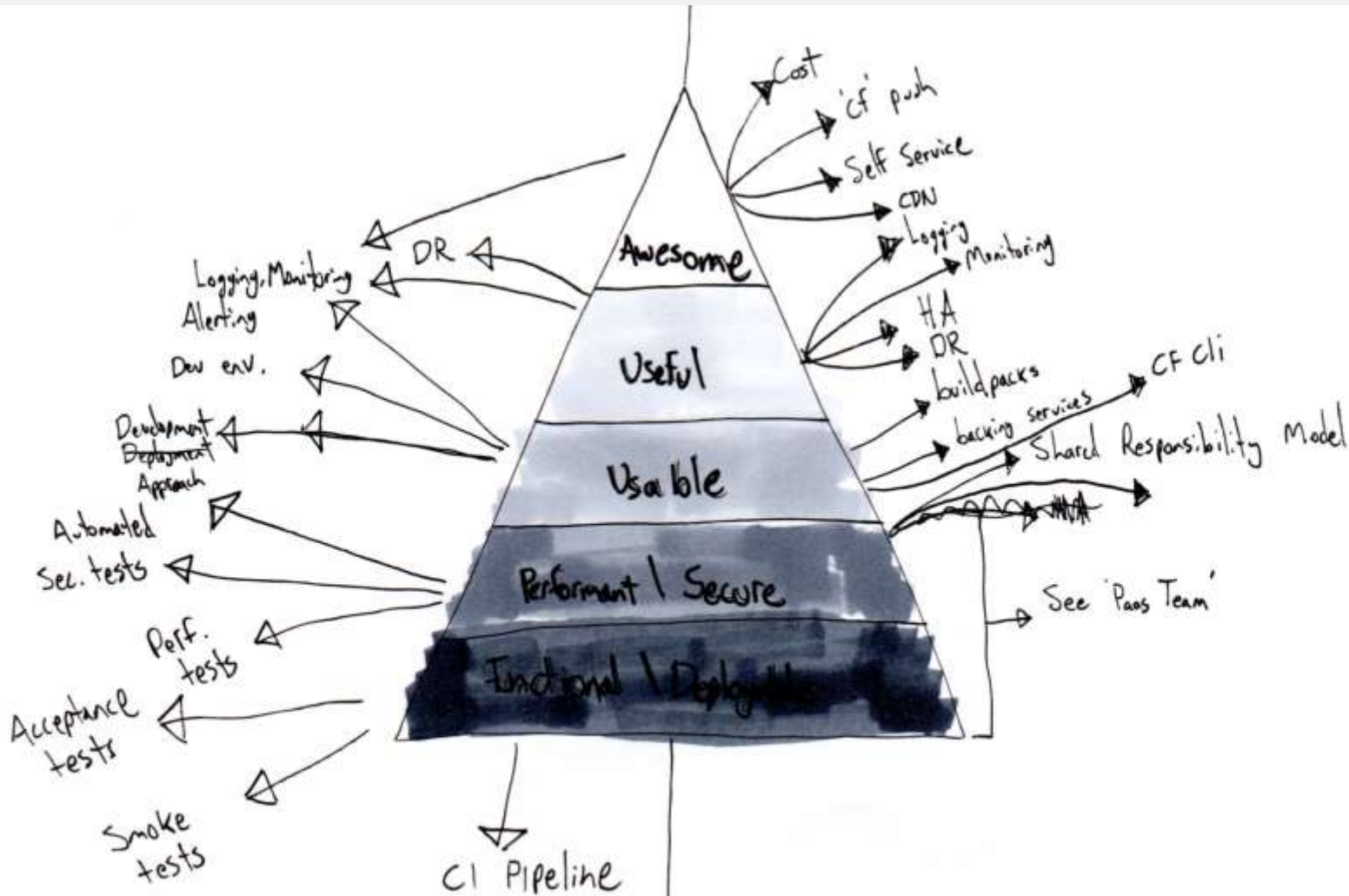
Windows

A fatal exception 0E has occurred at 0028:C0034B23. The current application will be terminated.

- * Press any key to terminate the current application.
- * Press CTRL+ALT+DEL again to restart your computer. You will lose any unsaved information in all applications.

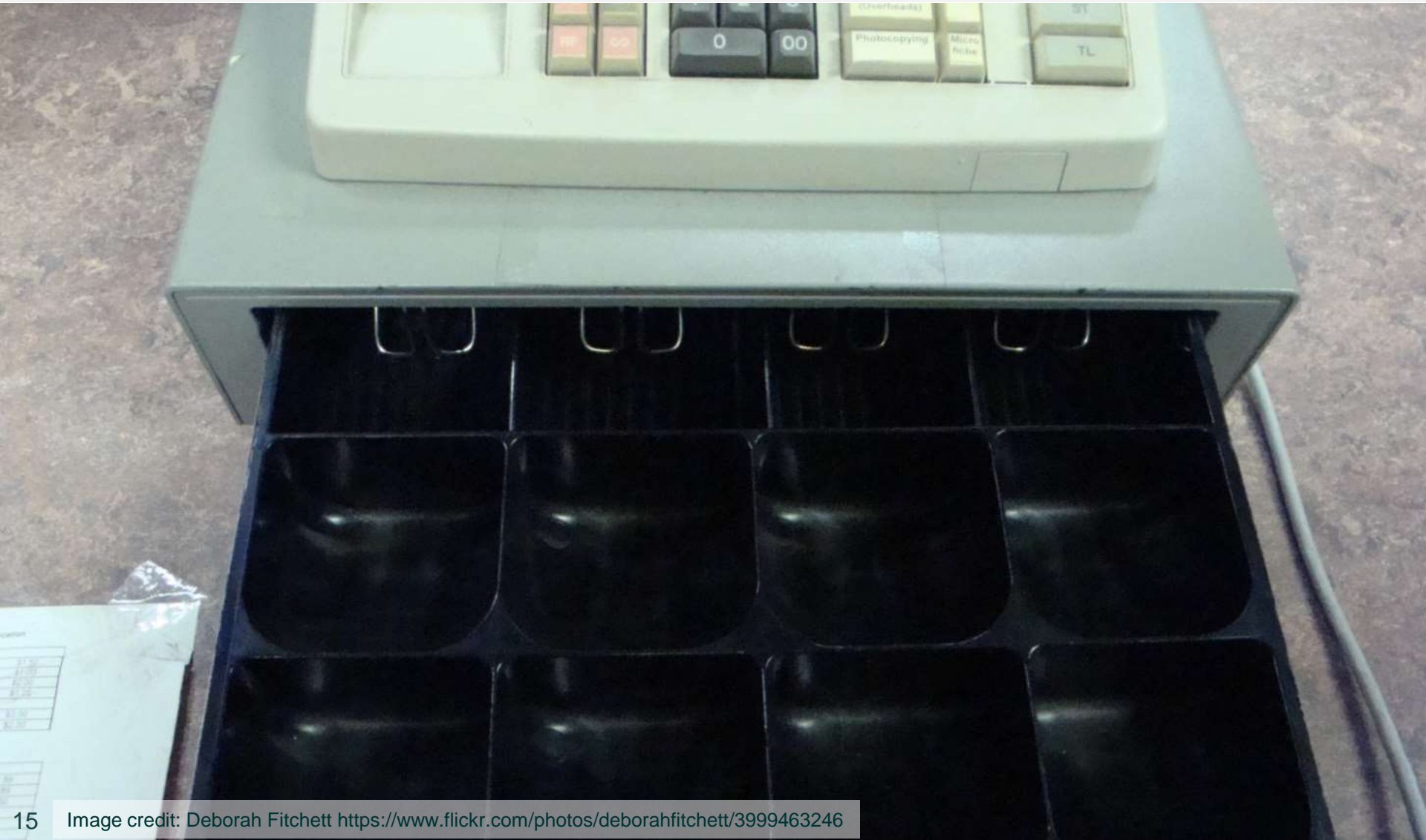
Press any key to continue _

I'm tremendously grateful about all that you do

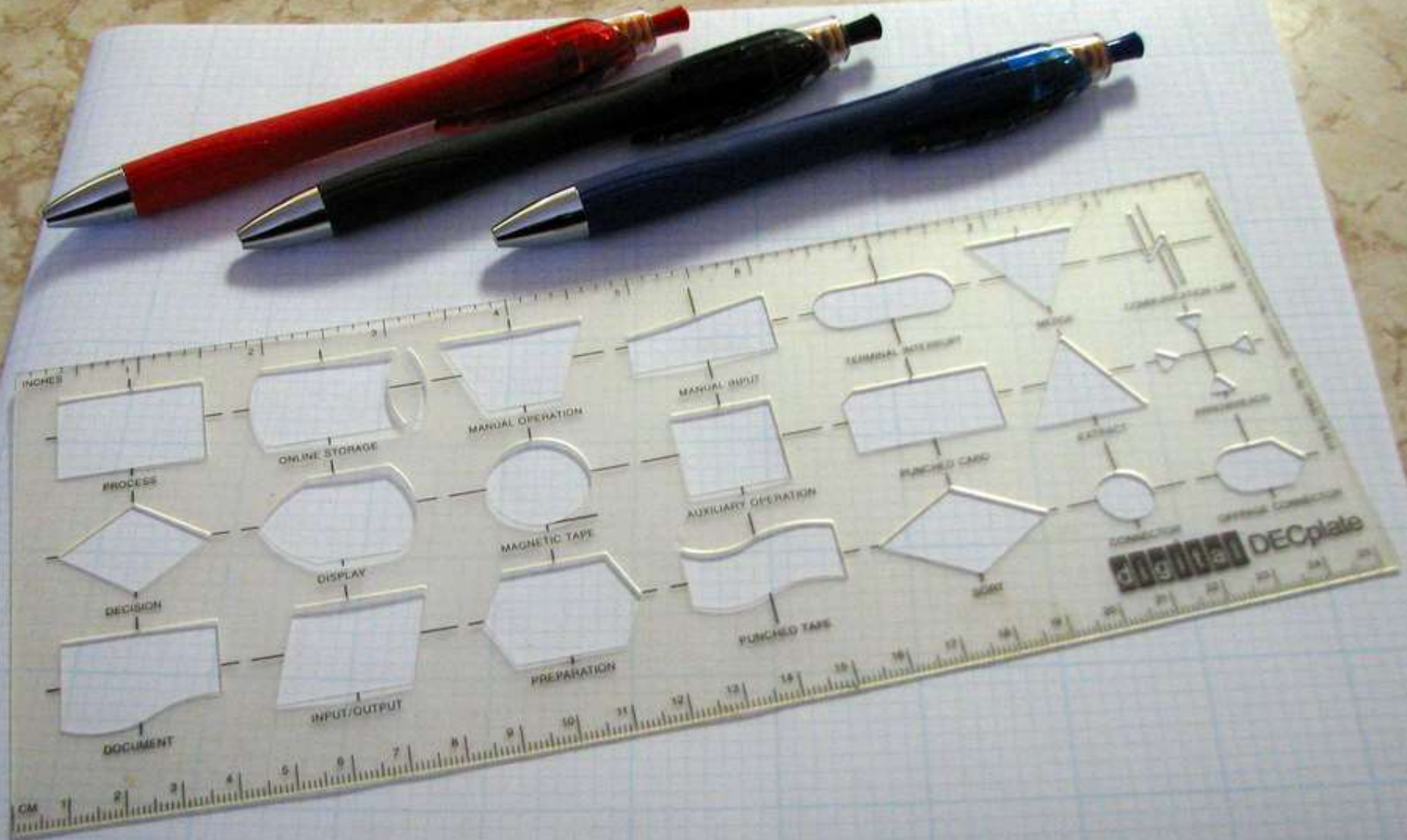


2. People who use things that we deliver

Back to my days in the shops



We tended to focus on technology



“Why do we have to write our initials?”

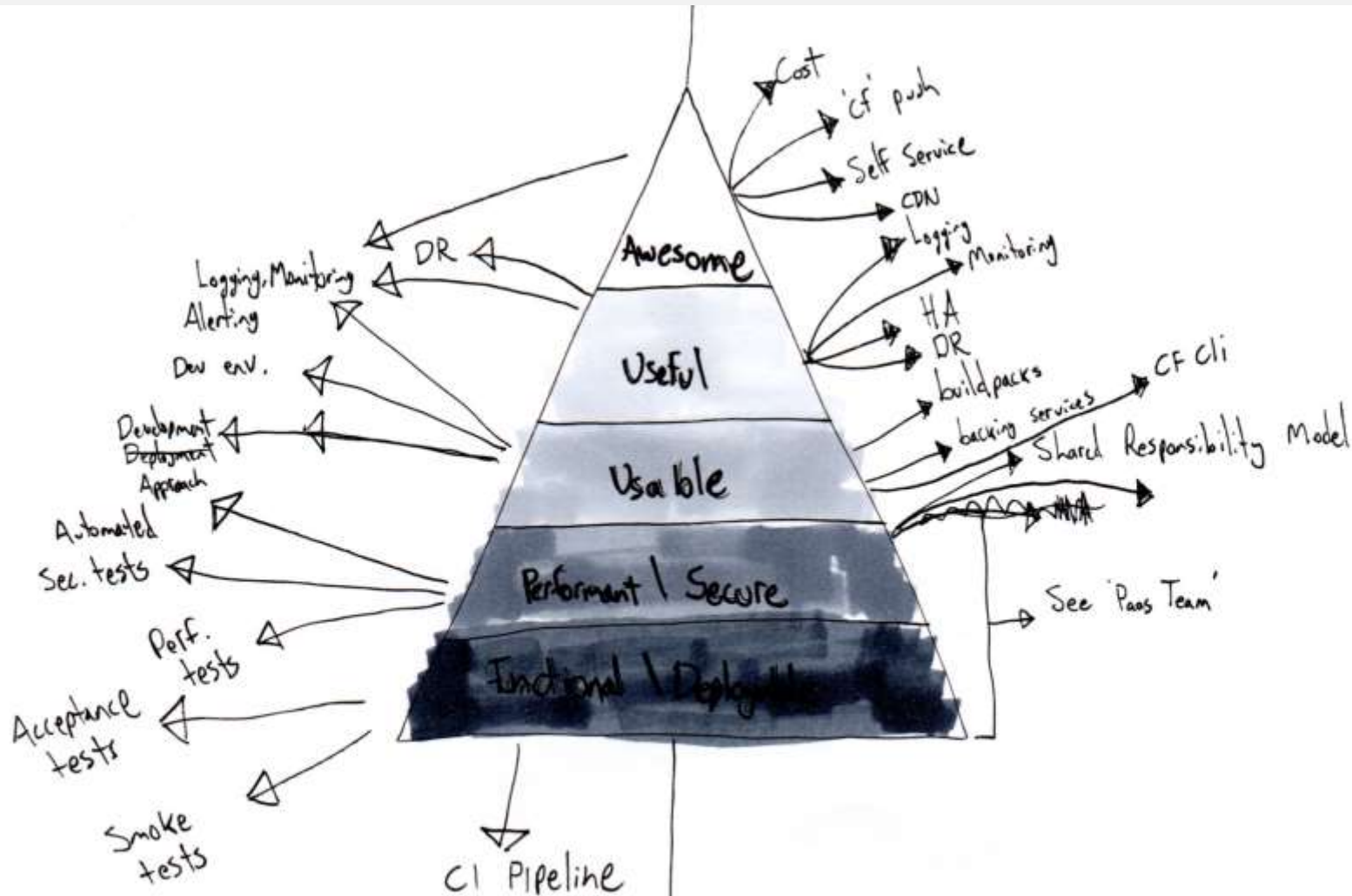


2.

Usability is important



How do you get from 'Deployed' to 'Useful'?



Moving something to 'Done' isn't enough



3.

It's not “done” until someone uses it for something real



The diagram consists of two triangles. The top triangle is inverted and divided into three horizontal sections: 'Useful' (top, dark blue), 'Usable' (middle, medium blue), and 'Used' (bottom, light blue). The bottom triangle is upright and divided into three horizontal sections: 'Used' (top, dark blue), 'Delivered' (middle, medium blue), and 'Deployed' (bottom, light blue). Two horizontal red lines are drawn across the diagram. The first red line passes through the 'Used' section of the top triangle and the 'Used' section of the bottom triangle. The second red line passes through the 'Delivered' section of the bottom triangle. The word 'DONE' is positioned between the two red lines.

Useful

Usable

Used

DONE

Used

Delivered

Deployed

Useful

Can they use it?

Usable

Used



Useful

Can they use it?

Usable

Used

User research mostly inwards:
usability testing it

What do they need?

Useful

Usable

Used

What do they need?

Useful

Usable

Used

User research mostly outwards:
understanding people and what they do

What is the focus of research in each stage?

Discovery



research is
outward
looking

Alpha



research is 50:50
inwards & outward

Beta



mostly
inwards

Live



mostly outwards

Inwards : find out about the thing you make

Outwards : find out about what's happening
in the real world (users)

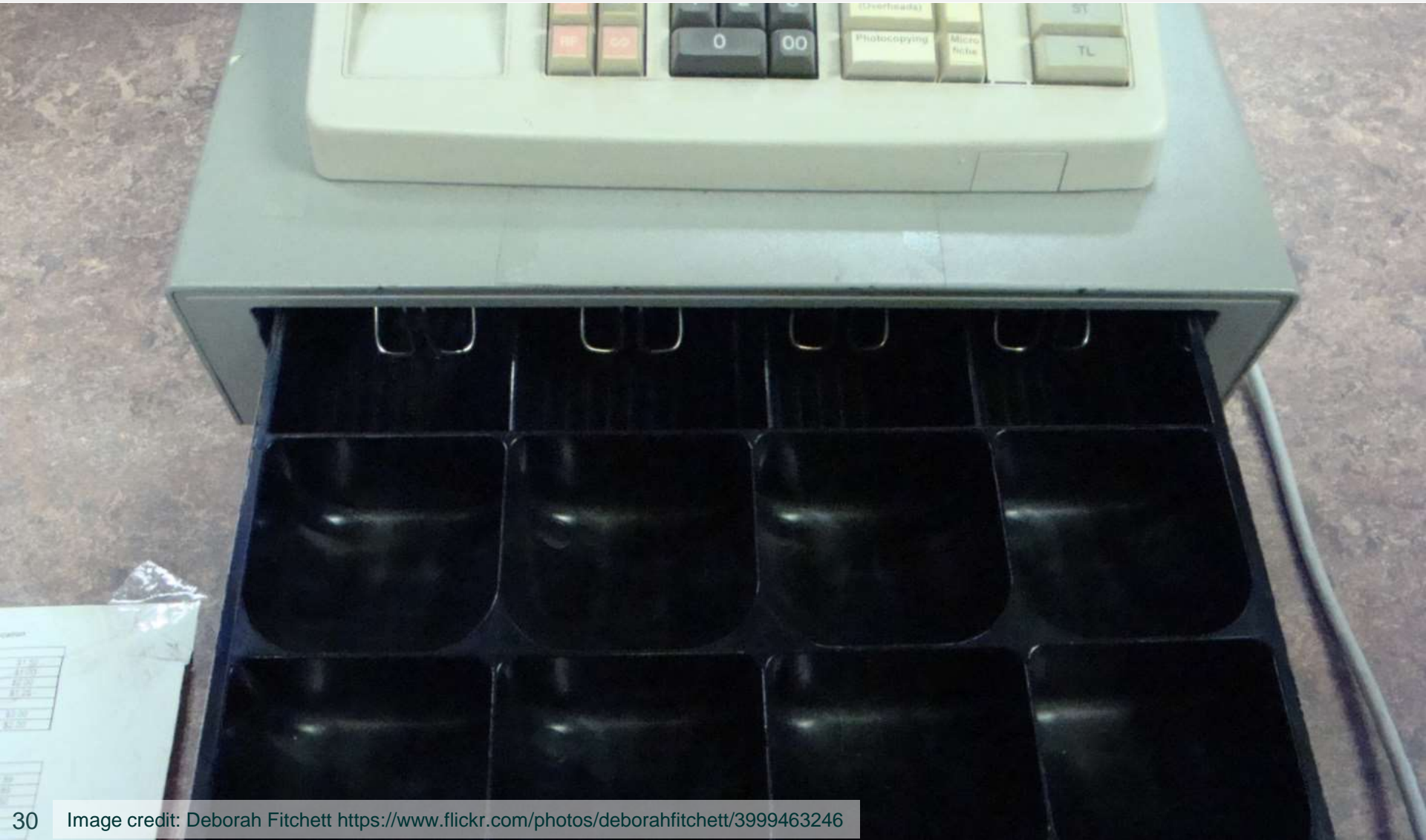
4.

User research in every sprint

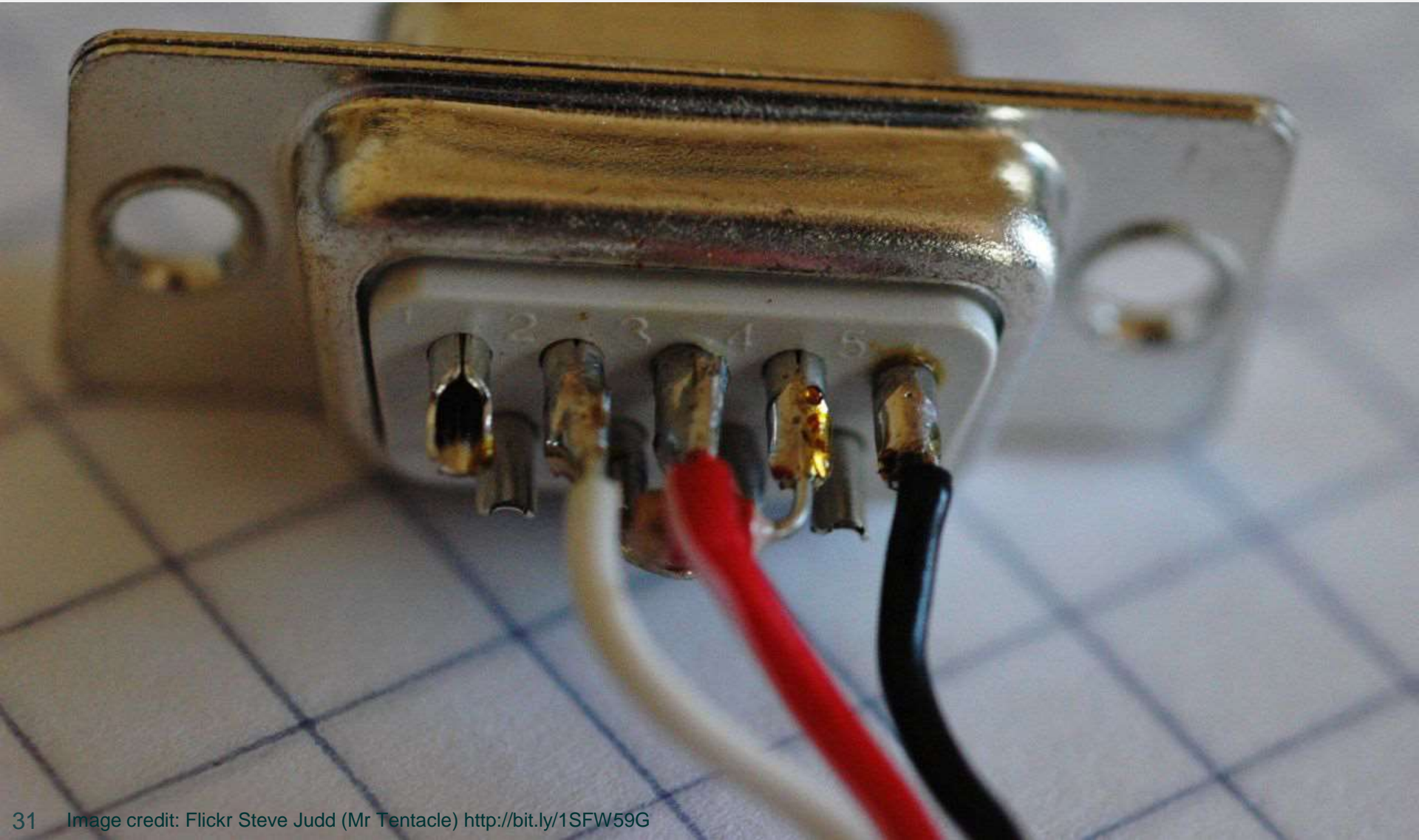


3. People in their rich variety

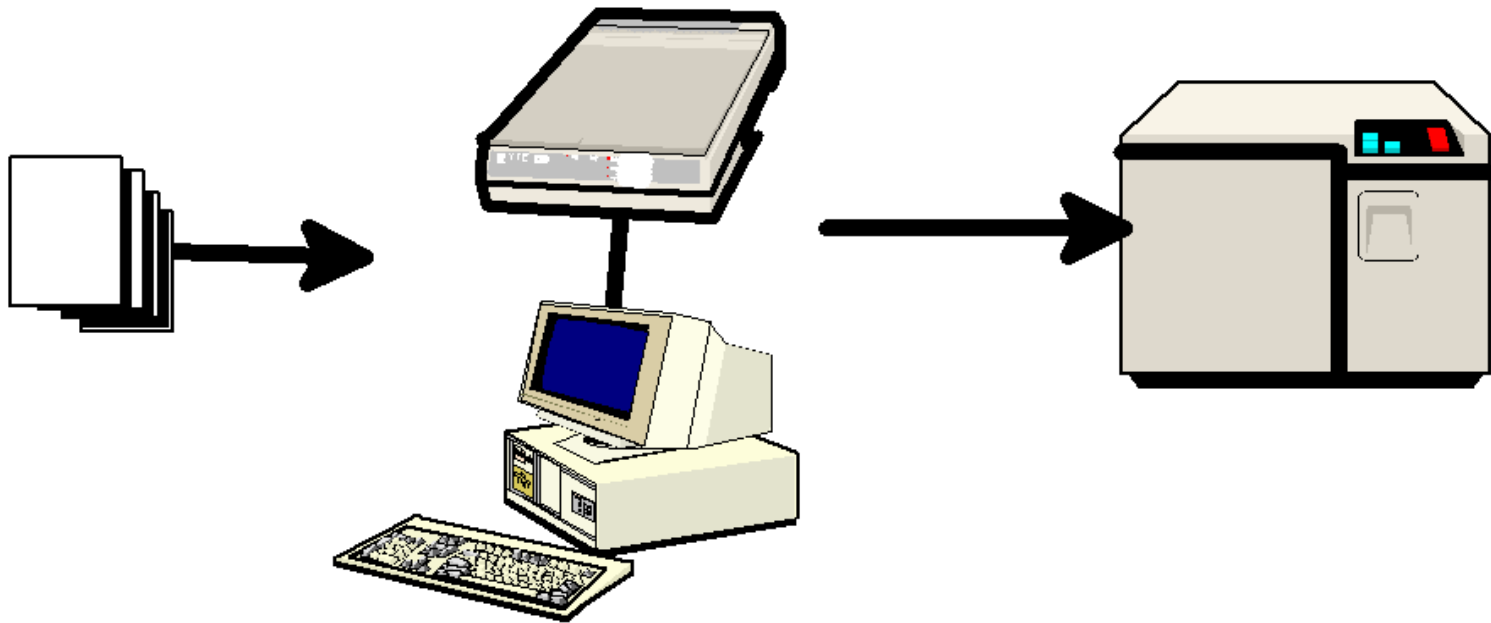
Back to my days in the shops



We could get computers to talk to each other



Something missing from this schematic?



Keep people in the picture



5.

Interfaces include people



People can be inventive when they have to be

Amount - 1 0

Amount 1 2 5 7 8 1 6 3

Amount N O N E

They make changes and corrections

FINANCIAL SUPPORT

30 credit courses only)

~~RT LEARNING IN PRIMARY~~

Qualification

Each application must be linked to a course of study that counts towards an undergraduate qualification.

The qualification you are studying towards is:

Qualification code	Description of qualification
E60D34	CERTIFICATE IN SUPPORT LEARNING Certificate in Health and Social Care

Section 1: Other study and financial support

1.1 Are you studying/intending to study, or have you studied a higher education course at another institution in the same academic year?

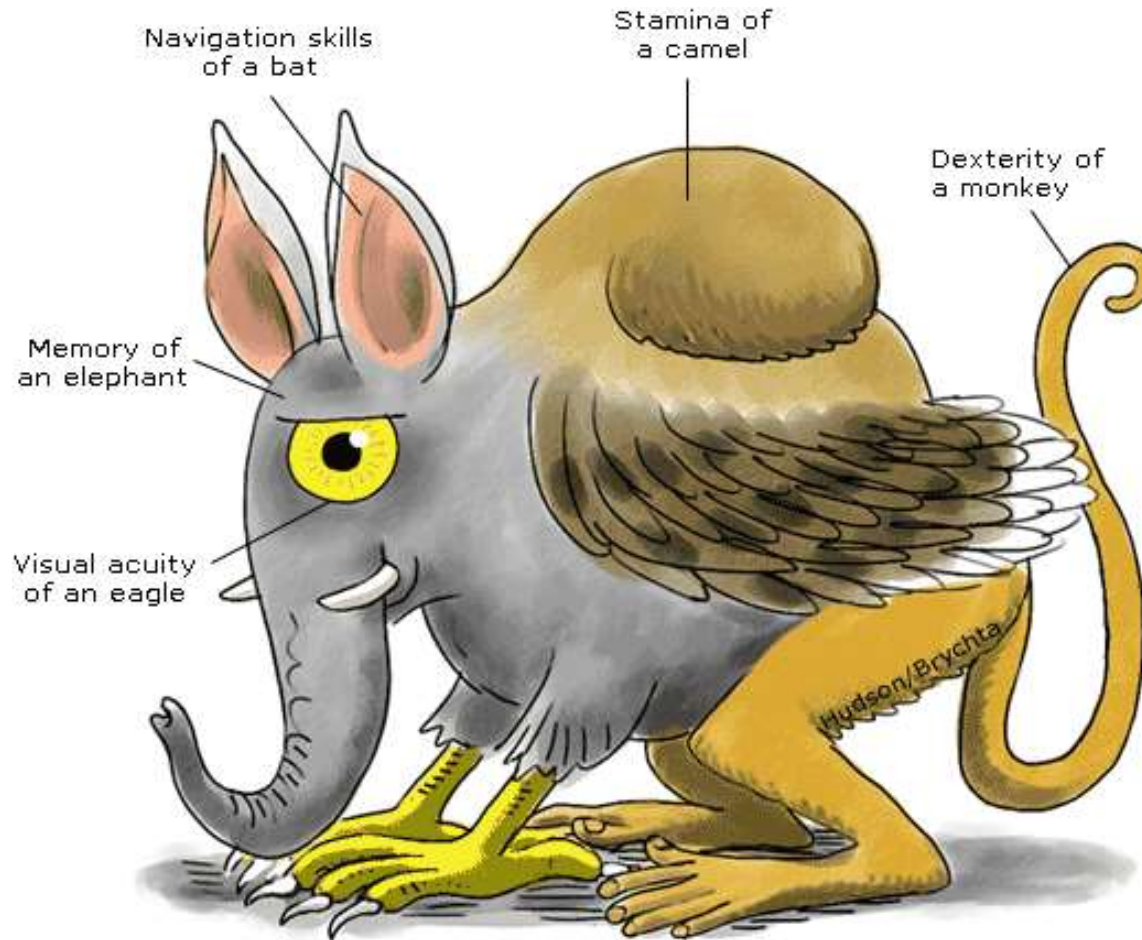
☒ No ☐ Yes Please give course name, qualification, course start/end date and institution name.

1.2 Do you already hold an undergraduate ~~honours~~ degree awarded by a university or college in the UK or anywhere else in the world?

☒ No ☐ Yes You are not eligible for a fee or course grant (except PGCE students). Please refer to page 5 for information about Additional Fee Support Schemes (AFSS).

OFFICE OF FINANCIAL SUPPORT
09 JUN 2011
15 APR 2011

We rarely encounter the elecamonglebat



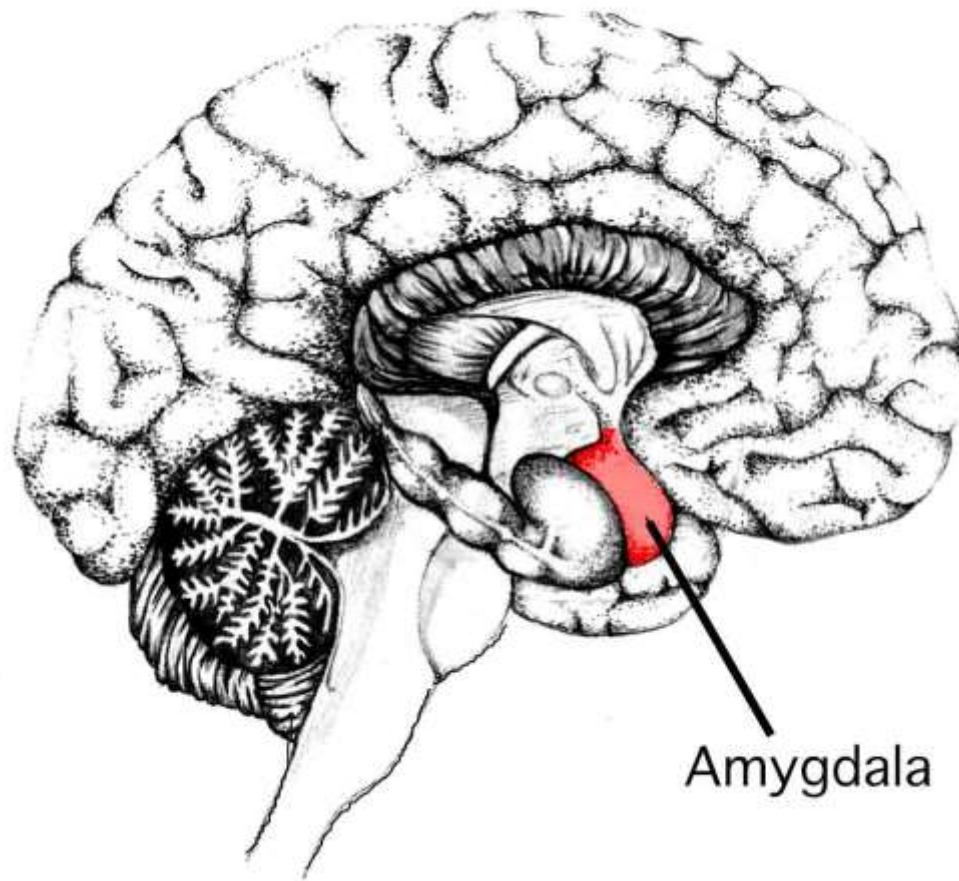
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"The Perfect User"

Our abilities vary all the time



When we're stressed, the amygdala grabs as much resource as possible. So, cognitive deficit.



6.

Test with a rich variety of people



Image credit: Ismael Nieto <https://unsplash.com/photos/CeZypKDceQc>

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